User Manual

iris 401e

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Protect our environment! We strive to produce products in compliance with global environmental standards. Please consult your local authorities for proper disposal.
Note: User Manual is just to guide the user about the functionality of the phone. It is not a certificate of technology. Some functions may vary due to modifications and upgrade of software, or due to print mistake.

WAP-GPRS-MMS-Internet Settings

Please confirm that you have inserted the SIM card first.

For WAP Settings

Step1: Menu→ Settings →Wireless & networks→Mobile Networks→Access Point Names

Step2: Press “Option Key” and then Click “New APN” to create new profiles.

Step 3: After that enter the data settings as given on page 4-17 in detailed manual taking care of following:

Account Name: Enter any name for connection
APN: Check from detailed menu according to operator
Username: Check from detailed menu according to operator
Password: Check from detailed menu according to operator
Authentication Type: Normal (in case of NA in detailed manual)
Advanced Settings: Edit required settings
Step 4: After that enter the data settings as given in Table1 on

page 4-17 taking care of following:

Homepage: Check from detailed menu according to operator
Connection Type: Check from detailed menu according to operator
Proxy: Check from detailed menu according to operator
Port: Check from detailed menu according to operator
DNS: Primary DNS as mentioned in detail menu
In case NA or Null in detailed menu– No need to enter any data

EXAMPLE : Changing Settings for Airtel Live

Step1: Menu→ Settings →Wireless & networks→Mobile Networks→Access Point Names

Step 2: Select Airtel Live or in case Airtel Live doesn't exist to press "Option Key"' and then Click "New APN" .

Step 3: Enter the details
Account Name: Airtel Live
APN: airtelfun.com
Username: Leave Blank
Password: Leave Blank
Authentication Type: Normal
DNS: 000.000.000.000

Step 4: Entering the details
Homepage: http://live.airtelworld.com
Connection Type: HTTP
Proxy: 100.001.200.099
Port: 8080
For MMS Settings

Step1: Menu→ Settings →Wireless & networks→Mobile Networks→Access Point Names

Step2: Press “Option Key” and then Click “New APN” to create new profiles.

Step 3: After that enter the data settings as given on page 4-17 in detailed manual taking care of following:
Account Name: Enter any name for connection
APN: Check from detailed menu according to operator
Username: Check from detailed menu according to operator
Password: Check from detailed menu according to operator
Authentication Type: Normal (in case of NA in detailed manual)
Advanced Settings: Edit required settings

Step 4: After that enter the data settings as given on under Table1 on page 4-17 taking care of following:
Homepage: Check from the row titled MMSC in table 1 according to operator
Connection Type: Check from detailed menu according to operator
Proxy: Check from detailed menu according to operator
Port: Check from detailed menu according to operator
DNS: Primary DNS as mentioned in detail menu
In case NA or Null in detailed menu– No need to enter any data

EXAMPLE : Changing Settings for Airtel MMS

Step1: Menu→ Settings →Wireless & networks→Mobile Networks→Access Point Names

Step 2: Select Airtel MMS or in case Airtel MMS doesn’t exist t to press “Option Key”’ and then Click ”New APN” .

Step 3: Enter the details
Account Name: Airtel MMS

APN: airtelmms.com
Username: Leave Blank
Password: Leave Blank
Authentication Type: Normal
DNS: 000.000.000.000

Step 4: Entering the details
Homepage: http://100.1.201.171:10021/mmsc
Connection Type: HTTP
Proxy: 100.001.201.172
Port: 8799

Table1: Detailed Manual for GPRS-WAP-MMS-Internet Settings common for all models

Operator details	**AIRCEL**			**AIRTEL**			**IDEA**			**Reliance**		
Profile name	PocketWAP	AIRCEL MMS	Aircel Internet	AIRTEL MMS	AIRTEL LIVE	AIRTEL Internet	IDEA WAP	IDEA MMS	Idea Internet	R WORLD	RELIANCE MMS	Netconnect
Application type	WAP-GPRS	MMS-GPRS	Internet GPRS	MMS-GPRS	WAP-GPRS	Internet-GPRS	WAP-GPRS	MMS-GPRS	Internet-GPRS	WAP-GPRS	MMS-GPRS	Internet-GPRS

APN	aircelwap	aircelmms	aircelgprs	airtelmms.com	airtelfun.com	airtelgprs.com	lmis	mmsc	internet	rcomwap	rcommms	rcomnet
Authentication	NONE	NONE	NONE	NONE	NONE	NONE	NONE	NONE	NONE	NONE	NONE	NONE
Username	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Password	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Line Type	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Speed	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Homepage	http://myaircel.com	http://10.50.1.166/servlets/mms	http://myaircel.com	http://100.1.201.171:10021/mmsc	http://live.airtelworld.com	http://Airtel Live.com	http://wap.ideafresh.com	http://10.4.42.21:80002/	http://www.ideafresh.com	http://wap.rworld.co.in	http://mmsc.rcom.co.in/mms/	http://wap.google.com

Connection type	HTTP	HTTP	HTTP	HTTP	HTTP	HTTP	HTTP	HTTP	HTTP	HTTP	HTTP
Proxy enable	Yes	Yes	No	Yes	Yes	No	Yes	Yes	No	Yes	Yes	NA
Proxy address	172.017.083.069	172.017.083.069	0000.0.000.0000	100.001.201.172	100.001.200.099	000.000.000.000	010.004.042.015	010.004.042.015	000.000.000.000	010.239.221.005	010.239.221.005	NA
Proxy port	80800	8080		8799	8080	0	8080	8080	0	8080	8080	NA
User name	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Pass-word	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Primary DNS	null	null	null	null	null	null	null	null	null	000.000.000.000	null	null
Secon-dary DNS	null	null	null	null	null	null	null	null	null	000.000.000.000	null	null
IP Address	null	null	null	null	null	null	null	null	null	000.000.000.000	null	null
Subnet	null	null	null	null	null	null	null	null	null	000.000.000.000	null	null

Operator details	**Reliance**			**Vodafone**			**Dolphin Mumbai**			**Dolphin Delhi**			
Profile name	Netconnect	R World	MMS	VODAFONE LIVE	VODAFONE MMS	Vodafone Mobile Connect	MTNL WAP	MTNL MMS	MTNL INTERNET	MTNL MMS	MTNL WAP	MTNL 3G	MTNL INTERNET

Application type	Internet-GPRS	WAP-GPRS	MMS-GPRS	WAP-GPRS	MMS-GPRS	INTERNET-GPRS	WAP-GPRS	MMS-GPRS	INTERNET-GPRS	MMS-GPRS	WAP-GPRS	INTERNET-GPRS	INTERNET-GPRS
APN	smartnet	smartwap	MMS	portalnmms	portalnmms	www	mtnl.net	mtnl.net	mtnl.net	mtnl.net	mtnl.net	mtnl3g	mtnl.net
Authentication	NONE	NONE	NONE	NONE	NONE	NONE	NONE	NONE	NONE	NONE	NONE	NONE	NONE
Username	NA	NA	NA	NA	NA	NA	mtnl	NA	NA	NA	mtnl	mtnl	NA
Password	NA	NA	NA	NA	NA	NA	mtnl123	NA	NA	NA	mtnl123	mtnl123	NA
LineType	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Speed	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Homepage	http://google.com	http://wap.rworld.co.in	http://10.239.221.47/mms/	http://live.vodafone.in/	http://mms1.live.vodafone.in/mms/	http://google.com	http://wap.mtnlmumbai.in	http://mtnlmms/	http://wap.google.com	http://mtnlmms/	http://localhost/home.wml	http://wap.google.com	http://wap.google.com
Connect-ion type	HTTP	HTTP	HTTP	HTTP	HTTP	HTTP	HTTP	HTTP	HTTP	HTTP	HTTP	HTTP	HTTP
Proxy enable	NA	Yes	Yes	Yes	Yes	No	Yes	Yes	No	Yes	Yes	No	No
Proxy address	NA	010.239.221.007	010.239.221.007	010.010.001.100	010.010.001.100	000.000.000.000	010.010.010.010	010.010.010.010	000.000.000.000	010.010.010.010	010.010.010.010	000.000.000.000	000.000..000.000
Proxy port	NA	8080	8080	9401	9401	0	9401	9401	0	9401	9401	0	0
Username	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Pass-word	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Primary DNS	null	null	null	null	null	null	null	null	null	null	null	null	null
Secon-dary DNS	null	null	null	null	null	null	null	null	null	null	null	null	null
IP Address	null	null	null	null	null	null	null	null	null	null	null	null	null
Subnet	null	null	null	null	null	null	null	null	null	null	null	null	null

Operator details	CELLONE-North	CELLONE-North	CELLONE-North	CELLONE-East	CELLONE-East	CELLONE-East	CELLONE-West	CELLONE-West	CELLONE-West	CELLONE-South	CELLONE-South	CELLONE-South
Profile name	BSNL MMS	BSNL LIVE	BSNL GPRS	BSNL MMS	BSNL LIVE	BSNL NET	BSNL MMS	BSNL LIVE	BSNL NET	BSNL LIVE	BSNL NET	BSNL MMS
Application type	MMS	BSNL LIVE	INTERNET	MMS	BSNL LIVE	INTERNET	MMS	BSNL LIVE	INTERNET	BSNL LIVE	Inter-net	MMS
APN	bsnlmms	bsnllive	bsnlnet	bsnlmms	bsnllive	bsnlnet	bsnlmms	bsnlliv e	bsnlnet	bsnllive	bsnlnet	bsnlmms
Authentication	None	None	None	None	None	None	NONE	NONE	NONE	NONE	NONE	NONE
User name	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Password	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Line Type	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Speed	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Home-page	http://bsnlmsc.in	http://bsnllive	www.bsnl.co.in	http://bsnlmmsc.in:8514	http://bsnllive.net	http://www.cellone.in	http://bsnlmsc.in	http://bsnllive.net	http://wap.google.com	http://bsnllive.net	http://wap.google.com	http://bsnlmmsc.in:8514
Connect-ion type	HTTP	HTTP	NA	HTTP	HTTP	HTTP	HTTP	HTTP	HTTP	HTTP	NA	HTTP
Proxy enable	Yes	Yes	NO	Yes	Yes	NA	Yes	Yes	NA	Yes	NA	Yes
Proxy address	010.210.010.011	010.220.067.131	NA	010.210.010.011	010.220.067.131	NA	010.210.010.011	010.220.067.131	NA	010.220.067.131	NA	010.210.010.011

Proxy port	8080	8080	NA	8080	8080	NA	8080	8080	NA	8080	NA	8080
User name	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Pass-word	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Primary DNS	Null	null	null	null	null	null	null	null	null	null	null	null
Secon-dary DNS	Null	null	null	null	null	null	null	null	null	null	null	Null
IP Address	null	null	null	null	null	null	null	null	null	null	null	**null**
Subnet	null	null	null	null	null	null	null	null	null	null	null	**null**

Operator details	**Videocon**	**TATA DOCOMO**	**Uninor**	**Loop Mobile**

Profile name	Videocon MMS	Videocon INTERNET	Videocon WAP	TATA DOCOMO DIVE-IN	TATA DOCOMO MMS	TATA DOCOMO INTERNE	Uninor WAP	Uninor MMS	UNINOR Internet	Loop MMS	Loop WAP	Loop Internet
Application type	MMS-GPRS	INTERNET-GPRS	WAP-GPRS	WAP-GPRS	MMS-GPRS	INTERNET-GPRS	WAP-GPRS	MMS-GPRS	INTERNET-GPRS	MMS-GPRS	WAP-GPRS	Internet-GPRS
APN	vgprs.com	vinternet.com	vgprs.com	TATA.DOCOMO.DIVE.IN	TATA.DOCOMO.MMS	TATA.DOCOMO.INTERNET	uninor	uninor	uninor	mizone	mizone	www
Authentication	NONE	NONE	NONE	NONE	NONE	NONE	NONE	NONE	NONE	PAP	PAP	PAP
Username	NA	NA	NA	NA	NA	NA	NA	NA	NA	91MDN	91MDN	91MDN

Password	NA	NA	NA	NA	NA	NA	NA	NA	NA	mmsc	mmsc	loop
LineType	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Speed	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Homepage	http://10.202.4.119:10021/mmsc/	http://wap.google.com	http://wap.vlive.in	http://divein.tataadocomo.com	http://mmsc/	http://divein.tataadocomo.com	Http://wap.myuninor.in	Http://10.58.2.120	http://www.uninor.in	http://mms.loopmobile.in:8080	http://atcafe.loopmobile.in	http://wap.google.com
Connect-ion type	HTTP	HTTP	HTTP	HTTP	HTTP	HTTP	HTTP	HTTP	HTTP	WSP	WSP	HTTP
Proxy enable	Yes	No	Yes	Yes	Yes	No	Yes	Yes	No	Yes	Yes	no

Proxy address	10.202.5.145	000.000.000.000.	10.202.5.145	010.124.094.007	010.124.026.094	000.000.000.000.	010.058.010.058	010.058.010.059	000.000.000.000.	010.000.000.010	010.000.000.010	000.000.000.000
Proxy port	8799	0	8799	8080	8799	0	8080	8080	0	9401	9401	0
Username	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Pass-word	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Primary DNS	Null	null	Null	null	null	null	null	null	null	null	null	null
Secon-dary DNS	Null	null	Null	null	null	null	null	null	null	null	null	null

IP Address	Null	null	Null	null	null	null	null	null	null	null	null	null
Subnet	Null	null	null	null	null	null	null	null	null	null	null	null

All the configurations mentioned in this user manual is only for reference, please refer to the actual phone.

Your phone & Key parts

Label	Key	Description
1	Volume Key	Adjust Volume
2	Option Key	Obtain more operations
3	Home Key	Return Home screen
4	Back key	Return previous screen

5	Power Key/Lock key	Press and hold to turn on/off phone Press to lock/unlock the screen
6	Camera	Camera Lens

Standby Screen & Icons

This phone provides multiple Standby screens. Through the instruction and various icons on the screen, you can have the operating information needed.

Status Icon	Description
	Signal strength indicator
	Headset mode
	Silent mode
	Metting mode
	Alarm
	Background playing / pausing
	WIFI
	Bluetooth
	Modem connecting
	Airplane mode
	EDGE

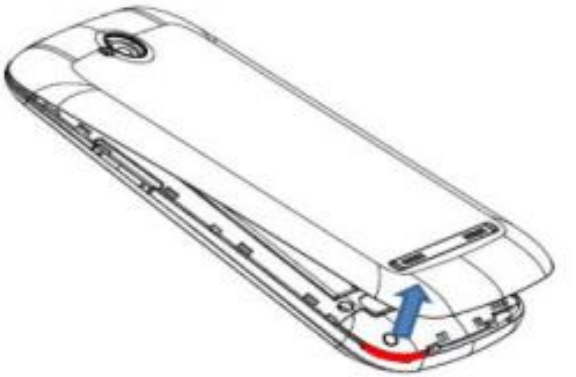
Getting Started

Please read the safety instructions in the "Safety Information and Notices" section before use.

Inserting the SIM card and the Battery

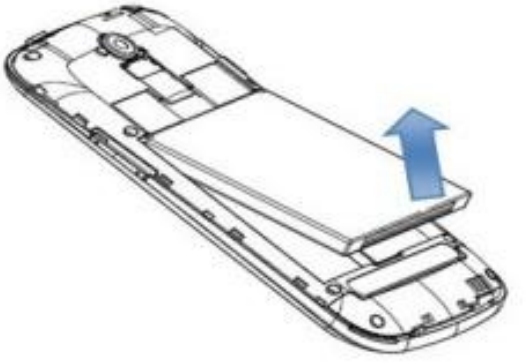
Remove the back cover

Make sure the phone is switched off. You need to remove the back cover of your phone before you can insert the SIM card. Hold the phone with the front facing downwards, pull the battery cover downwards and lift the cover upwards to remove it.



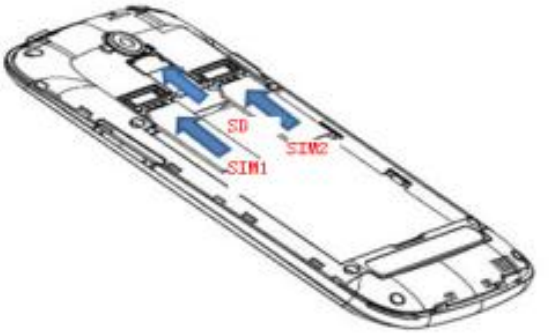
Remove the battery

Put your fingers on the black holder located at the bottom of the battery slot and then lift the battery up to remove it.



Insert the SIM card

Make sure that the clipped corner of the SIM card is facing the correct direction (clipped corner at top left) and the metallic contacts are facing downwards. Slide the SIM card into the card slot until it stops.



Insert the battery

With the metallic contacts of the battery facing the metallic contacts in the battery slot, press the battery down until it locks into place.

Replace the back cover

Align and hook the back cover to the top of the battery slot and then push the cover upwards until it locks into place.

Inserting Micro SD card

With the metal contacts facing down, gently slide the micro SD card into the slot.

Switch On/Off

Long press the power key to switch on/off the phone.

Charging the Battery

Ensure thats battery inserted in the handset. To charge the battery, plug in the charger connector at the bottom of your phone (USB interface) and then plug the other end into an AC power socket.

The battery symbol indicates the charging status. While charging, the charge indicators will scroll. When all the scroll bars are steady, the battery is fully charged.

Disconnect the charger from the phone.

Disconnect the charger from the AC power socket.

Note: If the battery is powerless, the battery icon will reappear after a few minutes of charging.

Basic Function

Make Calls

When the network provider icon appears on the standby screen, you can call out or answer calls. The indicator on the upper right part shall show the signal strength.

Quality of connection will be greatly influenced by obstructions. So movement in a small range may effectively improve the quality of connection.

Make Domestic Calls

Use virtual keyboard to enter phone numbers and then press Dial icon to call. If you need to change the phone number,

please press the delete key on the touch screen to delete. When the call is answered, the screen shall show the connection status.

Make International Calls

If you need to make an international call, do a long press on the 0 key until there appears the sign "+" for international call prefix. You can make an international call according to the following typing order: + › country code › complete phone number › dialing icon.

Country code usually follows conventional practice: Germany is 49, Britain 44, Sweden 46 and so on.

(When making international phone calls, the "0" in the city code should be emitted.)

Make Listed Calls

Every dialed and received phone number is recorded in the call history list. Recently dialed, answered and missed phone numbers are chronologically (newest to oldest) listed in the "all" log. You can also choose and check missed, answered and dialed list according to your need.

Listed phone numbers can be called out by pressing the respective log.

Press the small icon on the right side to enter the details interface of the log. In the call history interface, users can do a long press to save or delete the number. In the details interface, the phone number save function is preset.

Emergency Calls

You can call for emergency service as long as you are in the network coverage (check the signal strength indication bar on the upper right side of the handset screen). If your network provider doesn't provide roaming service in this area, there will be "Emergency Calls " on the lock screen. If you are in the network coverage, you can have emergency calls even without a SIM card.

Answer Calls

Drag the icon to answer an incoming call. If your headphone is connected to the handset, you can use the headphone key on the headphone answer calls.

Attention: A short press of the headphone key will answer the call while a long one will refused to answer the phone.

IP Calls

Settings -> Call settings, open IP dialing, and add the IP dialing numbers. Enter a phone number to select a voice call, select IP dial.

Phone

Press the keyboard, enter the phone number, and press Dial icon.

Contacts

Entering the contacts, you can check all the contacts, search for contacts or add new contact. New contact means a newly added phone number that is recorded in the SIM card or the handset.

When adding a new contact, you can type in the name, address, phone number, other phone number, work place, other email address and so on.

You can also check contact group and favorites.

Call Log

Enter Call history interface, press and change the tagged pages on the upper side of the screen, choose dial pad, call log and contact.

Use finger to scroll from down to up to select phone numbers. Short press of the log can view the detail and show functions like add to contacts, dialing number, video call, and send text message and so on.

Messages

Compose new message

Press new message icon to write a new text message:
Click the edit frame, type in after a virtual keyboard pops out.
Press the number frame and enter number, or press add contact icon and select stored contact number from Contacts.
Input contents into the typing frame on the touch screen. After editing, press send icon to send the text.
Press menu key to Add subject, Discard, Insert quick text and more operations.

View messages

The Messaging window opens, where you can compose a new message or open an ongoing message thread. You can view to exchange SMS and MMS with your friends on their mobile phones. A View interface long record you can lock information, call, send a message to press any session operation.

Message Settings

Include storage settings, SMS settings, MMS settings, notification settings, service message setting and so on.

E-mail

First you need to set the E-mail account.
Step 1: In standby mode, open the applications list and select send e-mail.
Step 2: Enter your email address and password.
Step 3: Select next or manually se.t
Step 4: Follow the on-screen instructions.
After you finish setting up the email account, email messages will be downloaded to your phone. If you create two or more accounts can switch between accounts.

Browser

Select the browser icon to enter the browser interface and you can search for websites.

Calculator

The handset is provided with a calculator with basic functions. You can carry out the operation for plus, minus, multiply, and divide by pressing the screen. You can use some functions in the advanced panel.

Note: The accuracy is limited and round-off error may occur.

Calendar

Enter the calendar menu and there shall appear a calendar on the screen with the current date market out by background frame with a special color. Press the touch screen to browse date and the calendar information on the screen shall be correspondingly updated.

You can create a new event, delete event enter the calendar

Clock

Enter the clock application, press alarm icon and press plus icon to add a new alarm. Scroll the scrollbar to set alarm time. Press alarm of list to edit the activation, Time, Ringtone, vibrate and label. If you want to delete the alarm, long press on the list and choose the alarms that needs to be deleted and click in Delete icon. .

Camera

Under viewing condition, press the bottom icons to do the following operations.

1——Setting icon.

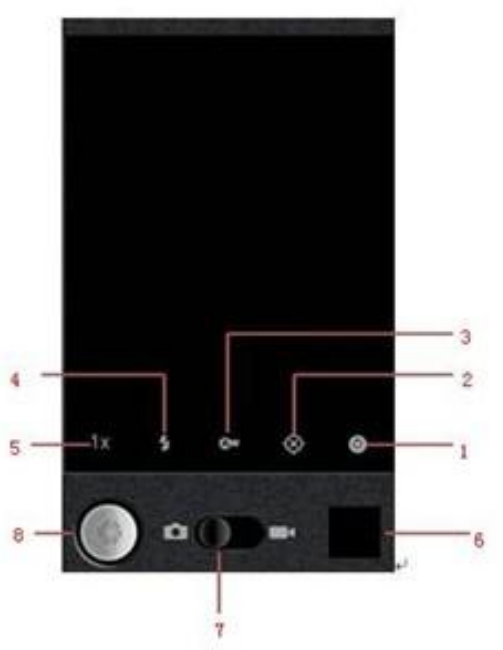
2——Location incon

3——White balance incon

4——Flash mode incon

5——Zoom incon

6——Press the icon to enter preview take good photos or



videos

7——Change the mode between camera mode or video mode.

8——Camera incon.

Please refer to the below figure(left):

FM Radio

Please refer to the above figure(right):

1/2——Press this icon to search effective channel recently.

3——Add station incon

4/5——Previous/Next channel

6——Press the icon to enter the radio list interface

7——Switching headphones and speakers

8——Start/stop FM.

9——Start/stop FM record

Sound Recorder

1——Stop icon

2——Play icon

3——Recording icon

Press Recording icon to start recording. In the middle of the screen is a timer. Press Stop Key to stop recording and select "Save" in the popped out "Save/Cancel" option to save the record. You can press play key to listen to the record before selecting "Save/Cancel".

Gallery

In the gallery interface, there are different folders. Select a folder and press to enter it. Press image or video to view pictures or videos.

When viewing the picture, if you press the screen, a menu with "share, delete " will pop out. Choose "share" to send the file through Bluetooth or via a message; Tap menu key for further functions like Slide show, Edit, Print, Rotate left or right, Crop, Set picture as and Details.

File Manager

You can manage file, including Download, Music, and Received File. Tap to create a new folder or select folders to copy, move and delete.

Settings

Dual Sim Settings
You can set the standby mode, the data connection, Voice Settings and MMS settings.

Wireless & networks
Change the settings on the wireless network connection. You can set the airplane mode, wlan, Bluetooth, mobile networks, VPN settings and Tethering & portable hotspot.

Call settings
Including voicemail, message reject, Call forwarding, call waiting, and so on.

Sound
You can set the Audio profiles as General, Silent, Meeting and Outdoor, or you can separate ringtones for calls, notices or feedback preferences.

Display
Change settings of Brightness, Auto-rotate screen, Animation Screen timeout and Font size.

Location &Security
Locate your position through tools like wireless network and GPS satellite
Change the settings of Screen security, Encryption, SIM card lock, Passwords, Device administration and Credential storage.
Applications
You can download it from online own favorite applications installed on your phone. Application all applications on your phone memory. Including Manage applications, Running services, Srorage use, Battery use and Development.

Accounts & sync
Include general synchronisation settings and account management. The general synchronization settings include background data and automatic synchronization. You can also choose to add new account. After adding new account, you can do operations like synchronizing the calendar and contacts.

Privacy
You can Backup and restore data, and restore factory settings.

Storage
Include the SD card storage, available storage, insert SD card (If a SD card has already been inserted, then this option will become "Unmount SD card "), format SD card and all available storage in the internal storage space.

Language &Ikeyboard
Include Language, Keyboard &Input methods, Speech, Mouse/Trackpad and so on.

Voice input & output
You can set the text-to-speech settings.
Tip: Turn on the function you want to download and install the voice data

Accessibility
Power button: press power button to end calls.

Date & time
Include Automatic date & time, Automatic time zone, Swt date, set time and so on.
Schedule power on/off
You can set the time for ON/OFF, which include setting time and repeated date.

Timer Switch Machine
You can set the timer switch turned on or off, open the function time, the phone will Switcher.

About phone
Include Software update, Status, Legal information, Model number, Android version, Baseband version, Kernel version, Build number and Custom build version.
Through Software Update you can download and install the latest Software for your device.

Frequently Asked Questions and Troubleshooting

Questions	Cause and Solution
Unable to turn on phone	Press the power on key for over 1 second. Check if the battery is properly connected. Please remove and install it again, retry to turn on； Check if battery is appropriately charged
Unable to connect to a network	Weak signal. PleaseTry and move to a location with strong signal and try connecting to the network again； Please ensure that you are not beyond the network coverage of service providers； Please ensure you have a valid SIM card. Please contact your network provider for further information；

Display information while turning on	Check if the SIM card (insert the SIM card) is installed correctly Handset lock password. If the handset lock is activated, you have to input handset password before using. Input PIN. Inputting PIN while turning on each time is activated, you have to input the PIN code. Input PUK code: Having input wrong PIN code for 3 times straight will lock the SIM card. You need to input the PUK code provided by your network provider.
Poor quality of calling	Please check if the sound volume is tuned improperly In an area with poor receiving condition, example: basement, the signal might be weak. Try reaching a location with stronger signal reception and call again. While using the mobile phone in the peak period of communication, like commute time, you may be unable to call because of line congestion.
Standby duration shortened	The standby duration is relative to the system setting of network. While the mobile phone is in an area with poor signal strength and can not receive the signal, the handset will continuously search for a base station. This will significantly reduce battery charge. It is recommended that you turn off your mobile in area with no signal reception to save battery. Need replacing the battery. Please change a new battery.

SIM Card Error	Dirt on the metal surface of an SIM card. Use clean cloth to wipe the metal touch point on an SIM card. The SIM card is not installed. The SIM card is damaged. Please contact your network service provider.
Unable to dial out	Please confirm if you pressed the dial key after dialing. Please confirm if calling is forbidden because of default settings. Please confirm if the SIM is valid. Please confirm if the call barring is set. Please confirm if the fixed dial function is set.
Callers unable to contact you	Please confirm if the mobile phone is on and connected with the network. Please confirm if calling is forbidden because of defaulting. Please confirm if the SIM card is valid. Please confirm if the call barring is set.
Unable to charge handset	Poor contact. Please check if the plug is connected well. Please confirm if the environment temperature is within the range of 0ºC ~40ºC while charging. The battery or charger is damaged. You need to replace it.
Unable to set some functions	Wrong operation. The network provider does not support the function, or you have not applied for it.

Note: If the instruction above cannot help you solve problems, please note：

Mobile phone model and serial number

Specific content of warranty

Clear statement of problems

Then contact your local dealer or a **LAVA** authorized service center in your area.

Safety Information and Notices

For your safety

- Switch off the phone in hospitals and aircraft. Obey any restrictions. Wireless devices can affect the medical treatment and cause interference in aircraft.
- Some medical devices such as hearing aids and pacemaker may be sensitive to external radio frequency emissions. Consult the device manufacturers or your doctor before using the phone around the medical devices.
- Pay special attention to the ring tone volume and vibration settings if you have a heart problem.
- In areas with potentially explosive atmosphere, such as gas stations, fuel or chemical transfer or storage facilities, obey all signs and instructions.
- Your phone will emit radio frequency even in the standby mode. Turn off your phone when so instructed.
- Always obey all the local laws and regulations. Do not use your phone while driving. Use Hands-free operation, if available, and give full attention to driving and to the road. Pull off the road and park before making or answering a call if driving conditions so require.
- If your phone is lost or stolen, notify your service provider immediately to stop the SIM card from being used.
- When you contact your service provider, they will need your IMEI number. It is printed on the back of your phone set (you can find it when you remove your battery), or call *#06# to look up your IMEI number. Copy this number and save it for future need.
- To prevent your phone from misuse, lock your SIM card or phone, and change passwords when necessary.
- Do not remove the battery without turning off the phone. Failure to follow this instruction may result in data loss.

- When you leave your vehicle, take the phone with you or place it in the glove compartment to avoid theft.
- Keep the phone, battery or charger out of reach of children.

Notes on phone usage

- Your phone will give off electromagnetic waves. Do not place it near storage medium such as floppy disk.
- Using the phone near television, land phone, radio and office automatic devices may cause interference and affect the function of the mobile phone.
- Keep the phone dry; all kinds of liquid can erode electronic circuit.
- Keep the phone away from extreme temperatures.
- Keep the phone away from fire or a lighted cigarette.
- Do not paint the phone.
- Do not drop the phone or violently crush or shake the phone.
- Do not keep the phone near magcards and other object with magnetism. The phone's magnetism may clear the information stored on floppy disk, pre-paid phone card and credit card.
- Keep the phone away from hot places where the temperature may exceed 60°C, such as dashboard, windowsill, or areas exposed to direct sunlight.
- Do not disassemble or modify your phone. This can damage the phone, cause leakage and break the internal circuit.
- Use only damp cloth or non-static cloth to clean your phone.
- Do not use alcohol, thinner, benzene or other chemicals or abrasive cleaner to clean your phone.
- The phone will become warm under normal use and while in battery charging.
- Do not leave the phone with battery uninstalled or with the battery empty for a long period of time. This may cause

data loss.

- The metal parts of the phone may irritate your skin depending on your health condition.
- Do not put the phone in the back pocket. Sitting on it may damage the phone. Do not put the phone at the bottom of a bag. You may crush it.
- When the vibrate mode is on, place the phone carefully to prevent it from being dropped from a height or being moved to a heat source due to the vibrating.
- Use only the stylus approved by the phone manufacturer.
- Using stylus of unauthorized source will violate the terms and conditions of the warranty and may damage the touch screen.
- Handle the stylus with care. Place it back to its proper storing place when not in use. Keep it away from children.
- Do not press the touch screen with needles, pen point or other sharp objects; it can damage the LCD and violate the terms and conditions of the warranty.

Notes on battery usage

- Do not short-circuit your battery. It can damage battery, and cause leakage, over heat, fire or explosion.
- Disposing battery in a fire can cause fire or explosion. Old batteries should be returned to your dealer or be disposed according to local regulations. Do not treat the battery as household waste.
- Keep metal objects (such as coins or key rings) away from the battery to avoid short circuit.
- Do not remove the battery without turning off the phone.
- Do not hold the battery in your mouth. The liquid of the battery can be toxic.
- Embedded battery shall be replaced by authorized dealers. Use only batteries approved by the phone manufacturer; otherwise, it may cause explosion.
- Damage resulting from using un-authorized batteries and

chargers will not be covered by the warranty.

- Avoid contact with any leaked liquid of the battery. If it touches your skin, wash your skin with fresh water and go to the hospital immediately.

SAR

The highest SAR value for this mobile phone is < 1.6 W/Kg, in accordance with the requirements of the ICNIRP, which recommended the limit for exposure to radio waves is 1.6 watts/kilogram(W/kg) averaged over 1 gram of tissue. For more information, please visit website **(www.lavamobiles.com)** to query

Safety precautions:

- Use cell phone when the signal quality is good
- People having active medical implants should preferably keep the cell phone at least 15cm away from the implant
- Use a wireless hands-free system (Headphone, headset) with a low power Bluetooth emitter
- Make sure the cell phone has a low SAR
- Keep your calls short or send a text message (SMS) instead. This advice applies especially to children, adolescents and pregnant women.

E-waste Disposal Mechanism

'E-waste' means waste electrical and electronic equipment (WEEE). In other words E-waste is a popular, informal name for electronic products nearing the end of their "useful life". For more details about e-waste please refer e-waste rules, 2011 www.moef.nic.in

Do’s and Don’ts for disposal e-waste

Do's:

- Ensure that an Authorized Person repairs your Lava products
- Call Our Local Authorized Collection Centers to Dispose Lava products
- Always drop your used electronic products, batteries or any accessories thereof after the end of their life at nearest Authorized Collection Point or Collection Center.
- Separate the packaging material according to responsible waste disposal options and sorting for recycling.
- Always remove the battery from the product, when you do not intend to use the product anymore it in future.

Don'ts:

- Do not Dismantle your Lava Product on your own
- Do not give your e-waste to Kabbadi Wala / Scrap Dealer/ Rag Pickers.
- Do not dispose-off the e-waste in landfills
- Never dump E-waste in garbage bins.
- Do not dispose of your product at municipal waste bins or rooms.
- Do not throw used batteries into household waste.

Consequences of improper handling and disposal of E-Waste

- Improper disposal of waste prevents natural resources from being re-used.
- Some waste contains hazardous chemicals and if not disposed of properly may release toxins into the soil and water, and also releases greenhouse gases into the environment
- If e-waste is not properly disposed of, it can threat to the health and well-being of humans and animals and it also has adverse effect on the environment.
- Placing of batteries or devices on or in heating devices,

such as microwave, ovens, stoves, or radiators and improper disposal of batteries may lead to explosion.

- If the battery terminals are in contact with metal objects, it may cause a fire.

For more details on how to dispose of your Lava products at the end of life, Please refer the list of our Services Centers on Pan India basis on our website www.lavamobiles.com or please view this link for the details of Service Centers http://www.lavamobiles.com/support-services.

Service center number

No: +919560394002

Kindly note please send area code of place through SMS to this No. and in return you will get address of service center nearest to you by SMS.

LAVA WARRANTY CERTIFICATE

Limited warranty:

LAVA international Ltd. (LAVA) provides limited warranty for your mobile phone and original accessories delivered with your mobile phone (hereinafter referred to as “product”)

The warranty period for the transceiver is one (1) year and for battery, charger and headset is six (6) months from the date of purchase.

LAVA Warranty

Subject to the conditions of this Limited Warranty, LAVA warrants a product to be free from defects in design, material and workmanship at the time of its original purchase by you, and for a subsequent period of one (1) year for transceiver and six (6) months for battery & charger.

You shall have to coverage or benefits under this warranty in the event that any of the following conditions are applicable:

- The product has been subjected to abnormal use or conditions, improper storage, exposure toexcessive moisture or dampness, exposure to excessive temperature, unauthorized modification, unauthorized repair (including but not limited to use of unauthorized spare parts in repairs),abuse, accidents, Acts of God, spills of food or liquids, improper installation
- You have not notified Lava of the defect in the product during the applicable warranty period.
- The product serial no. code or the accessories date code has been removed, defaced or altered.
- The product has been used with or connected to an

accessory (i) Not supplied by Lava or its affiliates, (ii) Not fit for use with the product or (iii) Used otherwise than in manner intended.

- The seals of the product's battery enclosure have been broken or shown evidence of tempering or the product's battery has been used in equipment other than that for which it has been specified usable by LAVA.
- All plastic surfaces and all other externally exposed part that is scratched or
damaged due to normal use.

To get maximum of your new product, we recommend you to:

- Read the guidelines for safe and efficient use as mentioned in the manual.
- Read the terms and conditions of your Lava warranty in the manual.
- Keep your original receipt; you will need it for warranty services if asked to produce.
- Present this Lava Warranty Certificate along with original proof of purchase whenever you require any warranty services.

In case Lava product needs service, please visit the nearest Lava service centers given in the service guide. Please visit our Website www.lavamobiles.com for updated list of Authorized

Service Centers near to your location.

Important note: for your warranty to be valid, all information on the warranty certificate has to be completed including the stamp from the authorized distributor/retailer.

All warranty information, product features and specifications are subject to change without notice.

IMEI No. …….
Dealers Stamp …….
Date of purchase ……..
Model No. ……..